

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

IN THE MATTER OF:

APPLICATION OF NORTH MERCER)	
WATER DISTRICT FOR DEVIATION OF)	CASE NO.
807 KAR 5:006, SECTION (14)(b)(1))	2017-00127
RELATING TO OFFICE HOURS)	

COMMISSION STAFF'S SECOND REQUEST FOR INFORMATION TO
NORTH MERCER WATER DISTRICT

North Mercer Water District ("North Mercer"), pursuant to 807 KAR 5:001, is to file with the Commission the original and six copies of the following information, with a copy to all parties of record. The information requested herein is due no later than August 11, 2017. Responses to requests for information shall be appropriately bound, tabbed and indexed. Each response shall include the name of the witnesses responsible for responding to the questions related to the information provided.

Each response shall be answered under oath or, for representatives of a public or private corporation or partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person's knowledge, information and belief formed after a reasonable inquiry.

North Mercer shall make timely amendment to any prior response if it obtains information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which North

Mercer fails or refuses to furnish all or part of the requested information, it shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When filing a paper containing personal information, North Mercer shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

1. State how many office staff work for North Mercer in the building where customer payments are accepted.

2. State whether North Mercer has explored staggering the shifts worked by office personnel so the office would be open five days a week and with extended hours.

3. Refer to the Application, page 2, paragraph 7.b. State how many customer comments and requests have been received characterizing the present office hours as being inconvenient.

a. Indicate in what form these comments and requests have been made.

b. If they have been made in written or electronic form, provide copies of these comments and requests.



John S. Lyons
Acting Executive Director
Public Service Commission
P.O. Box 615
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DATED AUG 03 2017

cc: Parties of Record

Case No. 2017-00127

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